

Safeguarding and Welfare Requirement: Information and Records

Providers must maintain records and obtain and share information to ensure the safe and efficient management of the setting, and to help ensure the needs of all children are met.

10.17 Attendance, late payment and non-payment of fees

Policy statement

As a community setting we aim to set our fees at an affordable and competitive rate while providing childcare to the highest quality. We monitor attendance and record absences as part of our safeguarding procedure.

Attendance

- In the event that a child is unable to attend, the setting must be contacted as soon as possible on the first day of absence.
- If we do not hear from the family in the case of absence, we will make contact, usually by telephone; this enables us to keep accurate and up to date information and to fulfil our role in safeguarding.
- Although early year's education is not compulsory, we would anticipate that your child will attend in accordance with the agreed pattern.
- We endeavour to be as flexible as possible and offer you the opportunity to review your child's hours of attendance each term.
- Once you have booked and agreed on your child's hours for the coming term the hours may not be decreased until the following term (i.e. should you decide to reduce the hours your child attends the booked hours are still payable for that term).
- Hours may be increased on request if we have the space to accommodate your child.
- A minimum of half a terms written notice is required if you withdraw your child from the pre-school, otherwise half a terms fees become payable. This does not apply to funded hours.

Payment of fees

- Fees are payable half termly in advance. Other arrangements can be made by speaking to the manager or treasurer.
- Fees are payable for all sessions booked, even if some are missed due to illness, holidays or other reasons.
- In the case of long term absence due to sickness and/or hospitalisation, the manager & chairperson may agree to waive the fees.
- Failure to pay fees on time may jeopardise your child's place and non-payment of fees may result in the withdrawal of a place.

Late payment and non-payment of fees

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- As a registered charity, we expect all parents/guardians to assist in the smooth running of the setting by paying promptly in accordance with agreed payment schedules, in advance half termly or as previously agreed with the manager and/or treasurer.
- If payment is not made within required timescales (ie before the end of a half term), a reminder will be issued. If the outstanding fees are not received after a second reminder, we may withdraw the place and instigate legal proceedings to recover the unpaid fees.
- As a considerate organisation we appreciate that occasionally unforeseen circumstances may occur that result in the late payment of fees. We are committed to resolving payment issues promptly with parents/guardians as openly and fairly as possible and will agree an appropriate payment plan. Confidentiality will be assured.

Funded children

- Children in receipt of Early Years Education (EYE) funding will remain eligible to attend for up to 15 hours per week for 38 weeks of the year without any further charge as all fees charged relate to hours and weeks not funded by EYE funding.

This policy was adopted by _____ *(name of provider)*
On _____ *(date)*
Date to be reviewed _____ *(date)*
Signed on behalf of the provider _____
Name of signatory _____
Role of signatory (e.g. chair, director or owner) _____

Other useful Pre-school Learning Alliance publications

- Financial Management (2010)